



Station 1, 263 N. Common	Station 12, 6610 Woolworth
Engine 1 . . . . . 2427	Engine 12 . . . . . 630
Truck 1 . . . . . 659	Truck 12 . . . . . 257
Rescue 1 . . . . . 2300	Station 13, 5915 W. 70th
Battalion 1 . . . . . 973	Engine 13 . . . . . 1504
EMS Supervisor (C-82) . . . . . 886	Medic 13 . . . . . 1948
SPRINT 1 . . . . . 937	Battalion 6 . . . . . 507
Station 2, 4575 N. Market, Engine 2 . . . . . 779	Station 14, 3830 Greenwood
Station 3, 1421 E. 70th	Engine 14 . . . . . 2292
Engine 3 . . . . . 2156	Medic 14 . . . . . 3554
Medic 3 . . . . . 2807	Station 15, 3206 W. 70th
Station 4, 2200 Milam	Engine 15 . . . . . 2444
Engine 4 . . . . . 3038	Medic 15 . . . . . 3235
Medic 4 . . . . . 3734	Station 16, 5105 Hollywood
Battalion 2 . . . . . 1076	Engine 16 . . . . . 1227
Station 5, 240 E. Stoner	Truck 16 . . . . . 500
Engine 5 . . . . . 2272	Battalion 3 . . . . . 551
Medic 5 . . . . . 3386	Station 17, 2890 Southland Park
Station 6, 2027 David Raines	Engine 17 . . . . . 2518
Engine 6 . . . . . 1744	Medic 17 . . . . . 2116
Medic 6 . . . . . 1875	Station 18, 3501 Pines, Engine 18 . . . . . 957
Station 7, 751 Wilkinson	Station 19, 9336 Ellerbe
Engine 7 . . . . . 2586	Engine 19 . . . . . 1335
Truck 7 . . . . . 1124	Medic 19 . . . . . 1635
Station 8, 3406 Velva	EMS Supervisor(C-83) . . . . . 659
Engine 8 . . . . . 2634	Station 20, 804 E. Flournoy Lucas
Truck 8 . . . . . 847	Engine 20 . . . . . 1,223
SPRINT 8 . . . . . 951	Truck 20 . . . . . 529
Station 9, 7009 St. Vincent	Battalion 5 . . . . . 541
Engine 9 . . . . . 1878	Station 21, 7050 Challenger (Regional Airport)
Truck 9 . . . . . 725	CHARLIE 1 . . . . . 17
Rescue 9 . . . . . 2943	CHARLIE 2 . . . . . 10
Battalion 4 . . . . . 1365	CHARLIE 3 . . . . . 16
SPRINT 9 . . . . . 2516	CHARLIE 4 . . . . . 39
Station 10, 763 Oneonta	CHARLIE 5 . . . . . 28
Engine 10 . . . . . 1795	CHARLIE 6 . . . . . 7
Medic 10 . . . . . 3081	Station 22, 2022 Southern Loop . . . . . 331
Station 11, 3736 Youree, Engine 11 . . . . . 1886	

[www.shreveportfire.org](http://www.shreveportfire.org)



Shreveport Fire Department  
263 N. Common Street  
Shreveport, La 71101

# 2010 Annual Report



# SHREVEPORT FIRE DEPARTMENT



*Louisiana's Busiest  
Fire Department*

## MISSION STATEMENT

*"The Shreveport Fire Department's mission is to deliver the highest level of emergency and non-emergency service to our community by protecting and preserving life, property, and the environment while providing support, encouragement, and motivation through professional development of the individuals within the organization."*

Cedric B. Glover  
Mayor

**Brian A. Crawford**  
Fire Chief

Dale Sibley  
CAO





Shreveport is a culturally diverse 122 square-mile metropolitan community of nearly 200,000 and the third largest city in the state of Louisiana. The 589 member Class One fire department operates 22 fire stations from a \$48 million operating budget while providing various disciplines of labor including: fire suppression; EMS-ALS transport; hazardous material response; enhanced 911 communications; fire prevention and education bureau; arson investigation and bomb task force; heavy rescue; and aviation task force operations. Last year the department responded to 36,802 calls, of which more than 72-percent were medical in nature.

ADMINISTRATION

The Administrative Division is responsible for the overall management of the public safety operations of the Fire Department and its personnel; coordination of a \$48 million operating and capital project budget; development of policy and procedures; and processing and maintaining fire reports. This division maintains the five-year rolling Master Plan that is a guide for future Fire Department needs based on fulfilling the organization's Mission and Vision. In 2010, the Fire Department received a \$1.1 million U.S. Fire Administration Fire Act SAFER grant to hire 12 new firefighters assuring adequate staffing and maintaining the safety of firefighters as they perform emergency operations. The Administrative Division is comprised of the Fire Chief, Deputy Fire Chief, Administrative Assistant to the Fire Chief, Chief of Special Operations, Aircraft Rescue Fire Fighting Coordinator, Secretary to the Fire Chief, and the fiscal and clerical staff.

COMMUNICATIONS DIVISION

The Communications Division is comprised of three sections: Administration, Operations, and Information Technology (IT). Our communications operations center is the primary answering point for Caddo 9-1-1 which dispatches Fire/EMS events for the Shreveport Fire Department and all Caddo Fire Districts. In 2010, communications officers answered 246,567 emergency 9-1-1 calls and of that number, 47,328 Fire/EMS calls were dispatched and processed throughout Caddo Parish.

All SFD Communications Officers are trained to the Association for Public Safety Communications Officials, Inc. (APCO) national training standards established for telecommunicators and emergency medical dispatchers. The Communications Division is accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) through the Public Safety Communications Accreditation Program.

Communications personnel are responsible for maintaining accurate event records and statistical reporting data for the Department using information from the Computer Aided Dispatch (CAD) system. In addition to reporting, the Communications Division oversees all related communications equipment including radios, computers, phones, and mobile data systems, and works with the Department's IT specialists to ensure that systems are functioning properly. Last year, the IT section processed over 1,000 requests for service within the department.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

The EMS Division is responsible for planning, development, implementation and clinical oversight of all Basic Life Support and Advanced Life Support medical care for the city of Shreveport. The EMS Division manages the Continuous Quality Improvement (CQI) and Performance Management (PM) section for the Department. The CQI/PM team reviews and analyzes system performance with the goal of improving patient care and reducing clinical risk. This section researches and provides comprehensive data analysis, develops statistical reports, tracks and documents investigations of clinical concern, manages medical records, maintains biomedical equipment and actively coordinates with the EMS billing and revenue program. The EMS Division conducted system audit reviews on 3141 patient reports. Skills tracking by Performance Management recorded EMS Operations performed 320 intubations, 11,702 IVs and worked 295 cardiac arrests.

The EMS Staff includes the Chief of EMS, Assistant Chief of EMS, three EMS Officers, two Stock Clerks and an Administrative Assistant.

The Fire Department EMS operations currently utilizes ten paramedic ALS medic units. Two EMS Supervisors provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for 72% of the total fire department 911 requests with 26,204 EMS calls dispatched. EMS provided 16,523 emergency transports. The response time for Basic Life Support care is 4 minutes, 42 seconds, and the Advanced Life Support care response time is 4 minutes, 45 seconds. The EMS operations for all City special events are planned and staffed through the EMS Division. A total of 87 special service events were worked with 508 personnel staffed for a total of 3906 man-hours worked.

EMERGENCY OPERATIONS DIVISION

Emergency Operations, encompassing fire suppression, EMS, hazardous material response, heavy rescue, water rescue and recovery, special technical rescue, and Aviation Fire Rescue Task Force, responded to 36,802 calls. The men and women who make up the emergency response answered the alarm for 1,337 fires (449 structural, 88 non-structural), 260 vehicle fires, 845 hazardous material calls, and 26,204 medical calls. The Operations Division also responded to 4,867 good intent calls and 390 false alarms in 2010.

Each company is staffed with firefighters/EMTs and has automatic external defibrillators – half of the time a paramedic is on-board the engine company. All medic units are staffed by two firefighter/paramedics. Two heavy rescue units responded to 5,243 calls. In 2010, the Aviation Task Force responded to 117 calls providing ARFF and EMS to Shreveport Regional Airport.

Safety is always first for the Fire Department members and the public we serve. The department added 17 new certified safety officers in 2010 certifying them through the Fire Department Safety Officers Association. SFD now has 119 company officers certified as Safety Officers. These safety officers are utilized at all incident scenes to ensure the safety of all firefighters and citizens. There were 63 work related injuries recorded by the department in 2010. Injuries consisted of cuts/contusions, strains/sprains, burns, disease exposure, and cardiac related events.

FIRE PREVENTION DIVISION

The Fire Prevention Division is responsible for the prevention of injuries to persons and losses of property that are caused by fire and other emergencies. In 2010, the Fire Prevention Division's Public Education Section facilitated 316 fire safety programs to approximately 14,465 attendees. Each program was tailored to meet the needs of the audience. The division distributed 19,690 copies of fire safety literature to citizens; conducted 26 fire drills which included fire and life safety recommendations; and installed 784 free smoke detectors in targeted neighborhoods. The Inspections Section performed 9,811 existing commercial building inspections; conducted 1,440 new construction inspections at different stages of completion; performed 419 plan reviews; and reviewed and approved 39 applications for permits as required by ordinance for different activities during this past year. Additionally, 82 citizen complaints were resolved and 541 special duty assignments were performed.

In 2010, the Investigations Section investigated a total of 292 fires which resulted in 22 arrests for fire or explosive violations. Investigators determined that 105 of the total 292 fires were classified as arson. The Division's specialized bomb squad unit responded to 17 bomb threats and investigated 19 suspicious packages. Fortunately, none of these calls resulted in injuries to the citizens of Shreveport.

MAINTENANCE DIVISION

The Shreveport Fire Department Maintenance Division currently maintains and services fire and medical equipment for the Shreveport Fire Department. Firefighting gear and fire hose are purchased, distributed, tested, and inventoried. This Division is also responsible for the purchase and distribution of firefighter clothing and custodial supplies. Other responsibilities include auxiliary generators; fire equipment; EMS equipment; and building repairs for 22 fire stations and the Maintenance garage.

The Maintenance Division consists of the Chief of Maintenance, Assistant Chief of Maintenance, six Emergency Vehicle Technicians (EVTs), a Stock Clerk II, and an Administrative Assistant. Fire apparatus, medic units, and automobiles were maintained in a skilled and professional manner. More than 1,800 work orders were completed and, at any given time, 97% of the fleet was operational. The Division maintains a total fleet of 160 vehicles including one new Urban Search and Rescue Vehicle donated by the Governors Office of Homeland Security and Emergency Preparedness, and three new SPRINT Vehicles donated by Willis Knighton Health System.

TRAINING DIVISION

The Shreveport Fire Training Division strives to continue its role of providing support and on-going professional development training through hands-on instruction and presenting dynamic lectures on topics relevant to the needs of the department. For the first time in the Department's history, two of the four Basic Training Classes offered consisted of a five-week abbreviated class schedule which saved the tax payers an estimated \$20,000 per recruit since previously trained fire service recruits filled this year's roster. Similarly, we will continue to explore new options to save money without jeopardizing quality personnel.

The following training courses were conducted in 2010: mandatory EMT-Basic and EMT-Paramedic recertification training for all active duty personnel, while firefighters participated in special operations courses focusing on ropes, high angle, confined space and trench rescue. Due to a \$160,000 grant, a state-of-the-art Driving Simulator was purchased adding to the Departments repertoire of resources to aid firefighters in

driver training and driver safety. Finally, every member of the department participated in diversity training classes which were designed to promote on-the-job cultural acceptance and tolerance.

In 2010, area high school students joined veteran fire service professionals in the department's first Firefighter I training class which was designed to introduce and pique the interest of students seeking a career in the fire service. In 2010, 17 Shreveport citizens successfully completed the Department's FIRST Volunteer Fire Corps Program. The six weeks of comprehensive classroom instruction and hands-on training allows this group to assist the Department with non-emergency operations.

2010 STATISTICAL SUMMARY

Population Served . . . . .	200,000
Protection Area in Square Miles . . . . .	122
Number of Personnel . . . . .	589
Number of Fire Stations . . . . .	22
Operating Budget . . . . .	\$48 million

Incident Types

Total number of incidents . . . . .	36,802
EMS . . . . .	26,204 (72%)
Fires . . . . .	1,337 (4%)
Structure Fires . . . . .	449
Non-structure fires . . . . .	888
Vehicle Fires . . . . .	260
Multi-Alarm Fires . . . . .	4
Good intent calls . . . . .	4,867 (13%)
Service calls . . . . .	2,202 (6%)
Hazardous Material . . . . .	845 (3%)
False Alarms . . . . .	390

Incident Response Times

Average "Hot" (lights and siren) response . . . . .	4 min. 49 sec.
Response – Fires . . . . .	4 min. 47 sec.
Response – EMS . . . . .	4 min. 51 sec.
BLS . . . . .	4 min 42 sec.
<5 minute criteria . . . . .	60.95%
ALS . . . . .	4 min. 45 sec.
<9 minute criteria . . . . .	97.40%
Average 911 call processing time . . . . .	1 min. 11 sec.
Fastest Turn-out Time . . . . .	Engine 17 (1 min. 27 sec.)

Station Information

Busiest Fire Station . . . . .	Station-9 (9,427 incidents)
Busiest Engine Co. . . . .	Engine-4 (3,038 incidents)
Busiest Ladder Co. . . . .	Truck-7 (1,124 incidents)
Busiest Medic Unit . . . . .	Medic 4 (3,734 incidents)
Busiest Heavy Rescue . . . . .	Rescue 9 (2,943 incidents)
Busiest Battalion . . . . .	Batt. 4 (19,268 incidents)
Busiest Battalion Chief . . . . .	Batt. 4 (1,365 incidents)

Fire Prevention

Fire Deaths . . . . .	3
Fire Damages Loss . . . . .	\$4,881,510
Loss Due to Arson . . . . .	\$1,399,350
Fire Prevention Programs Delivered . . . . .	316
Attendance for Fire Prevention Programs . . . . .	14,465
Smoke Detectors Giveaway/Installed . . . . .	784
Fire Investigations . . . . .	307
Commercial Building Inspections . . . . .	11,251

Training

Training Hours . . . . .	600,000 +
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For more information about the Shreveport Fire Dept. visit

[www.shreveportfire.org](http://www.shreveportfire.org)